

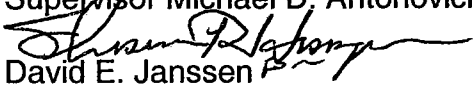


County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

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DAVID E. JANSSEN  
Chief Administrative Officer

October 8, 2004

To: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich  
  
From: David E. Janssen  
Chief Administrative Officer

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

**LOS ANGELES COUNTY 2-1-1 INFORMATION AND REFERRAL SYSTEM –  
CONSOLIDATED STATUS REPORT**

On August 12, 2003, your Board instructed the Chief Administrative Officer (CAO), County Counsel, Chief Information Officer, Internal Services Department, and the Department of Public Social Services (DPSS) to jointly perform a comprehensive review and assessment of the creation and implementation of a 2-1-1 telephone number, including a review of INFO LINE of Los Angeles County's 2-1-1 Business Plan, and report back to your Board within 60 days with findings and recommendations. On January 6, 2004, your Board directed the Department of Children and Family Services (DCFS), along with the CAO, to report back within 30 days on the feasibility of utilizing an information and referral service to provide telephone lines for callers requiring general information and/or referrals for services, without compromising child safety, and also to explore the possibility of incorporating this service into the County's Plan for a 2-1-1 system. This consolidated status report provides your Board with an update of efforts underway to satisfy the requirements of both Board orders.

The draft Business Plan for the implementation of 2-1-1 within Los Angeles County is currently under review by the 2-1-1 Work Group. Further refinement of the draft Business Plan is needed to reflect budget scenarios that have been recently prepared by INFO LINE to reflect adjustments to potential implementation strategies. In addition, recent action by your Board supporting start-up funding for the County's 2-1-1 system and refinement of plans to upgrade call handling technology and other infrastructure requirements will be incorporated into the Business Plan.

Each Supervisor  
October 8, 2004  
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The following timeline outlines our plan to address the key issues required to implement the County's 2-1-1 information and referral system:

- December 2004** Board to consider amendment to INFO LINE agreement to provide funding for the 2-1-1 Testing and Development Phase including additional staffing required to implement the 2-1-1 Service Agreement effective July 1, 2005.
- January 2005** INFO LINE to initiate the 2-1-1 Testing and Development Phase; INFO LINE to commence acquisition of equipment and certain information technology upgrades consistent with levels approved in the contract amendment.
- February 2005** INFO LINE to augment staffing and begin comprehensive training consistent with levels approved in the contract amendment.
- June 2005** Board to consider 2-1-1 Service Agreement with INFO LINE for the period beginning July 1, 2005.
- INFO LINE to complete final 2-1-1 system testing.
- July 2005** Los Angeles County 2-1-1 service officially begins.

We anticipate that we will provide your Board with the 2-1-1 Business Plan and accompanying amendment to the INFO LINE agreement for your consideration in December 2004. If you have any questions regarding the planned implementation of 2-1-1 please contact me, or your staff may contact David Dijkstra of my staff at (213) 974-4283 or via e-mail at [ddijkstra@cao.co.la.ca.us](mailto:ddijkstra@cao.co.la.ca.us).

DEJ:MKZ  
DD:os

c: Executive Officer, Board of Supervisors  
County Counsel  
Chief Information Office  
Interim Director of Internal Services  
Director of Children and Family Services  
Director of Public Social Services  
INFO LINE of Los Angeles County